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Secretary of State

Kim Wyman

Request for Information No. 16-04

Modernized Elections System for Washington State

Submitted by:

Computer Consultants International, Inc.

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Cover Letter

December 23, 2015

Stephanie Goebel

RFI Coordinator

Project Manager

stephanie.goebel@sos.wa.gov

360.725.0301

Dear Stephanie:

This response details Computer Consultants International (CCI) proposal to answers to RFI for Secretary of State (SOS).

We are a local firm with a focus on supporting Public Entities in the Pacific Northwest. CCI has deep expertise with IT Process Re-engineering and IT Modernization projects, including major Government, Corporate and Educational Clients including Washington Department of Transportation, Oregon Department of Transportation, Washington State Ferries, Alaska Department of Military and Veterans Affairs, Texas Workforce Commission, Hawaii Department of Health, WellPoint, Blue Cross/Blue Shield, Bank of America, and Microsoft Corporation.

Our Success on these projects is due in large part to CCI's commitment to excellence that begins from the top and flows down to our project team. As President and CEO, I recently graduated the Harvard Business School's Owners/President Management Executive Education Program. This program provides a wealth of knowledge through business case studies of some of the most successful businesses in the world and has brought a wealth of best business practices, models and methods to our organization in the areas of Leadership, Customer Centricity, Activity Based Costing, Procurement, and Modernization. Our intention on this engagement is to share these valuable lessons and where appropriate, apply these innovative methods to bring value to SOS.

As with all of our clients, CCI seeks to establish a long-term relationship built on high-quality performance and mutual trust. We care about our reputation and will not take on a project if we are not convinced we can provide the level of service SOS deserves and requires. We are extremely interested in this opportunity to serve you again and look forward to exceeding your expectations. Please contact me at arshi@cci-worldwide.com or call me at (800) 493-2105 x201 if I may provide any assistance regarding this solicitation.

Thank you,

Arshia Tayyab, President and CEO
Computer Consultants International, Inc.





1. Exhibit B contains business requirements for the Washington State Modernized Elections System. (Note the scope of requirements excludes ballot creation and Tabulation.) Vendors are requested to validate and proof the business requirements to identify any requirements they believe have overlooked. Please provide a list of additional business requirements you recommend we consider for inclusion in a future RFP.

With 463 Business requirements. CCI would need a discussion with SOS to fully understand these before any recommendations.

2. Also pertaining to business requirements in Exhibit B, please identify any requirements you believe to be exotic. In other words, identify any requirements that you believe are uncommon, difficult to fulfill, or for any other reason contribute significant cost and/or time to the Modernized Elections System? Please identify which, if any, of the identified requirements are exotic and why.

Great first step in documenting all requirements. Now next is to prioritize them. Anything that is not a Priority 1, 2 or 3 business driver for the State to meet the deadline and RUN BUSINESS EFFECTIVELY is exotic. SOS needs to go to the business owners, prioritize all 463 the business requirements as

Priority 1: Show Stopper for go live, cannot do business without it. BUSINESS CANNOT RUN

Priority 2: Has workaround but will cost. BUSINESS CAN RUN with Issues

Priority 3: Business can run with delays

If you can define all 463 requirements like this and then divide them in Phase 1, 2,3. EXOTIC will go out fast. If your internal team thinks everything is a priority 1 and that happens a lot with executives, then you need a facilitator to manage the business discussions who can CUT TO THE CHASE. EVERYTHING IS NOT A PRIORITY 1 and CANNOT BE. For example, Take the 463 requirements and make 50 priorities 1, 50 priorities 2, 100 priorities 3 and that is 200 REAL requirements and then create the RFP based on that. Enjoy the process and the faster the team cuts to the chase the easier development will be!

3. Exhibit A contains the WA OCIO IT Security policies. Within Exhibit B, there is a worksheet titled "Critical Election Periods". Washington State Elections Officials desire a solution that balances the provision of uninterrupted services during critical election periods with cost. Please provide a recommendation for high availability.

There are a number of Options from MIRRORING Servers to Backup and redirect Traffic. This is a technology solutions and there are a number of Options that can be discussed depending on Load, traffic and data from History.



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4. Exhibit A contains the WA OCIO IT Security policies. Within Exhibit B, there is a worksheet titled "Critical Election Periods". Washington State Elections Officials desire a solution that balances the provision of uninterrupted services during critical election periods with cost. Please provide a recommendation for disaster recovery.
 - a There is ONSITE and OFFSITE Disaster RECOVERY. This would go hand and hand with High Availability. The key would be to Mitigate that Disaster Recovery does not happen and prevent it by High Availability.
 5. Please provide a recommendation for system integration approach and methodology, which most effectively supports the specified business requirements and other concerns mentioned in the Background and Objective section.
 - a CCI would provide an Enterprise Application Architect for system Integration. We need the Enterprise architecture to review the priority ones to get to the correct system integration approach.
 6. Please provide a recommendation for project management approach and methodology, which most effectively supports the specified business requirements, other concerns mentioned in the Background and Objective section and project values of transparency and collaboration amongst the state's 40 separately elected Elections Officials.
 - a CCI uses a collaborative approach with a combination of what State uses and what CCI best practice recommends. CCI approach is a combination of PMBOK and SDLC with what the customer is using onsite.
 7. Please provide a recommendation for funding approach and cost distribution, which most effectively supports the specified business requirements, other concerns mentioned in the Background and Objective section and project values of transparency and collaboration amongst the state's 40 separately elected Elections Officials. Please include citations of the recommended approach in place throughout state and local governments.
 - a We have no recommendation at this time.
 8. Please provide a recommendation for data conversion and migration, which most effectively supports the specified business requirements, other concerns mentioned in the Background and Objective section and project values of transparency and collaboration amongst the state's 40 separately elected Elections Officials.
 - a We have no recommendation at this time.
 9. Please provide a recommendation for user experience design approach and methodology, which most effectively supports the specified business requirements, maximum stakeholder usability



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and adoption and project values of transparency and collaboration amongst the state's 40 separately elected Elections Officials.

- a We have to see the front end design to make any User Experience recommendations. We do a lot of User Experience testing and recommend a dedicated team to test.
- 10. Please provide a recommendation for system support, including service and maintenance, service level agreements and helpdesk, which most effectively supports the specified business requirements, other concerns mentioned in the Background and Objective section and project values of transparency and collaboration amongst the state's 40 separately elected Elections Officials.
 - a This would be addressed in CCI SLA for any project.
- 11. Please provide a recommendation for contract vehicles and strategies in support of your recommended approach to system support and system integration.
 - a CCI will review State Contract and use Previous SLA agreements with the State of WA.
- 12. Please provide a recommendation for testing, complete through final acceptance testing and to include a mock election.
 - a We recommend a complete election Testing cycle in UA and System Integration testing.
- 13. Please provide a recommendation for training. Elections Administrators and Staff around the state possess an intimate familiarity with their existing systems. We will require a training plan that enables county and state users to develop a high degree of comfort with the replacement system(s) in advance of go-live in order to support a seamless implementation for all Washington State elections stakeholders. Training to include internal users and administrators/IT support staff.
 - a CCI has dedicated Training Staff and can do Web training, Classroom training or audio and video training as needed.
- 14. Please provide a recommendation for documentation, including internal, external, and administrator.
 - a We recommend to keep the business analyst on the project and a documentation expert on the project team.
- 15. Please provide a recommendation of voter outreach requirements for the Modernized Elections System.
 - a No recommendation at this time.



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16. Please provide a timeline estimate for implementation of your envisioned solution in response to business requirements in Exhibit B and your responses to items 1 – 14 above.

- a CCI would recommend a 6-9-month time estimate at this time. This would be a swing at this time without having all priority one identified with SOS.

17. Please provide a cost estimate for implementation of your envisioned solution in response to business requirements in Exhibit B and your responses to items 1 – 15 above.

- a CCI would recommend \$1 million to 1.5 million initiative. This would be a swing without narrowing the 463 business requirements to all priority 1,2 and 3 that must be completed.